

FAIRFAX COUNTY

# Neighborhood Concerns and County Services



Fairfax County is committed to protecting and enriching the quality of life for its diverse people and neighborhoods.



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Fairfax County has adopted regulations to promote public health, safety and general welfare. These regulations are enforced by different agencies within the county. This brochure lists the most common neighborhood issues and the agencies responsible for addressing them.

If you are directly affected by any of the issues noted in this brochure and wish to register a complaint, call the listed phone number. When calling, be prepared to describe the situation, give your name, address, phone number and the best time to contact you. Upon receipt of your complaint, staff may:

- Contact you if additional information is needed prior to conducting the inspection.
- Take action if violations are found to gain compliance in a reasonable amount of time.

If you would like a speaker to talk on these topics with your homeowners association, civic association or group, please contact the Fairfax County Office of Public Affairs at 703-324-3187, TTY 711.

We look forward to working with you to keep our neighborhoods vibrant, clean and wonderful places in which to live.



To request this information in an alternate format, call 703-324-3187, TTY 711.

## CONSTRUCTION

- Construction without required permits
- Illegal removal of trees and clearing of land

Code Enforcement Division  
Department of Public Works and  
Environmental Services  
703-324-1937, TTY 711  
[www.fairfaxcounty.gov/dpwes](http://www.fairfaxcounty.gov/dpwes)

## HOME BUSINESSES

- Complaints about potential illegal home businesses

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- Applications for home occupation permits and/or non-residential use permits

Zoning Permit Review Branch  
Department of Planning and Zoning  
703-222-1082, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

## HOUSING

- Apartments in a single family home and/or too many unrelated people residing in a home

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

## ILLEGAL SIGNS

- Signs in the public right-of-way

Virginia Department of Transportation (VDOT)  
703-383-8368, TTY 1-800-432-1843

## SIGNS ON PRIVATE PROPERTY

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

## NOISE/GLARE

- Noise complaints - Construction activity and equipment

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- Glare complaints

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- General noise complaints and barking dogs

Police Department Non-Emergency  
703-691-2131, TTY 711  
[www.fairfaxcounty.gov/police](http://www.fairfaxcounty.gov/police)

- Trash truck noise

Department of Public Works and Environmental  
Services - Solid Waste Disposal and Resource  
Recovery  
703-324-5230, TTY 711  
[www.fairfaxcounty.gov/dpwes/navbar/faqs/  
trash.htm#times](http://www.fairfaxcounty.gov/dpwes/navbar/faqs/trash.htm#times)

## STORMWATER

- Drainage/flooding and stormwater facilities

Maintenance and Stormwater Management  
Department of Public Works and Environmental  
Services  
703-934-2800, TTY 711  
[www.fairfaxcounty.gov/dpwes/stormwater](http://www.fairfaxcounty.gov/dpwes/stormwater)

You may submit complaints for many of  
these concerns online at  
[www.fairfaxcounty.gov/dpz/ecomplaints](http://www.fairfaxcounty.gov/dpz/ecomplaints)

The information in this brochure  
may be accessed online at  
[www.fairfaxcounty.gov/dpz/faqs/concerns.htm](http://www.fairfaxcounty.gov/dpz/faqs/concerns.htm)

## PROPERTY MAINTENANCE

- **Abandoned/blighted properties**

Blight Abatement Program  
Housing and Community Development  
703-246-5179, TTY 711  
[www.fairfaxcounty.gov/rha/blight.htm](http://www.fairfaxcounty.gov/rha/blight.htm)

- **Building code violations**

Code Enforcement Division  
Department of Public Works and Environmental Services  
703-324-1937, TTY 703-385-3578  
[www.fairfaxcounty.gov/dpwes](http://www.fairfaxcounty.gov/dpwes)

- Structures unsafe, dilapidated or in disrepair
- Unsanitary living conditions
- Overcrowding
- No heat
- No running water
- Electrical system hazard
- Inadequate light
- Plumbing problems
- Unsafe basement bedrooms
- Rodent or insect infestations damaging structure
- House flooding
- Sewage backup
- Vacant dwellings unsecured/open to entry

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- Hoarding Task Force
- Rat Infestations
- Mosquitoes
- Overflowing garbage and trash
- Discarded tires
- Hazards such as open pits and excavations
- Discarded refrigerators/freezers with doors

Health Department  
703-246-2300, TTY 703-591-6435  
[www.fairfaxcounty.gov/hd](http://www.fairfaxcounty.gov/hd)

- **Junk and debris in yards**

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- **Grass in excess of 12 inches on residential lots of less than 1/2 acre**

Code Enforcement Division  
Department of Public Works and Environmental Services  
703-324-1931, TTY 711  
[www.fairfaxcounty.gov/dpwes/environmental/grass\\_height.htm](http://www.fairfaxcounty.gov/dpwes/environmental/grass_height.htm)

- **Snow removal on public streets**

Virginia Department of Transportation (VDOT)  
703-383-8368, TTY 1-800-432-1843  
[www.fairfaxcounty.gov/dpwes/utilities/snow\\_removal.htm](http://www.fairfaxcounty.gov/dpwes/utilities/snow_removal.htm)

## VEHICLES

- **Commercial vehicles parked in residential areas - on street**

Police Department Non-Emergency  
703-691-2131, TTY 711  
[www.fairfaxcounty.gov/police](http://www.fairfaxcounty.gov/police)

- **Commercial vehicles parked in residential areas - on private property**

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- **Inoperative vehicles on residential property - five vehicles or less**

Police Department  
703-280-0716, TTY 711  
[www.fairfaxcounty.gov/police](http://www.fairfaxcounty.gov/police)

- **Inoperative vehicles on private property - five vehicles or more**

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)

- **Vehicles parked on lawn more than 48 hours**

Zoning Enforcement Branch  
Department of Planning and Zoning  
703-324-1300, TTY 711  
[www.fairfaxcounty.gov/dpz/zoning](http://www.fairfaxcounty.gov/dpz/zoning)